



HARVARD COLLEGE
Dean of Students Office

Student Experience Communications Graduate Assistant, Dean of Students Office

The [Harvard College Dean of Students Office](#) (DSO) is hiring a graduate assistant to support communications for the residential student experience. The DSO is dedicated to building an inclusive residential and social community where all students can feel welcome and supported at Harvard College. The Dean of Students Office includes the offices of Residential Life and First-Year Experience, Student Engagement, and Equity, Diversity, and Inclusion.

Reporting to the Director of Digital Strategy and Design for the Student Experience, this position will work within the Student Experience Digital Strategy Team to support communications for residential programming and policies and help close gaps in communications surrounding administrative processes.

About the Student Experience Digital Strategy Team: We work alongside students and colleagues in the Dean of Students Office and [FAS Office of Student Services](#) to build digital experiences that are delightful, inclusive, and data driven. Our goal is to seamlessly connect students to the services they need.

Responsibilities

- Draft and design email campaigns to incoming students, undergraduates, and the broader residential community
- Assist with DSO website management including website updates, optimizing the website for digital accessibility, and content strategy
- Analyze website and email data to build reports for the Dean of Students Office
- Provide guidance and insight on Dean of Students Office digital strategy and communications
- Provide support to the First-Year Experience Office and Residential Life on select communications projects
- Collaborate with FAS Student Services Student Experience Communications Graduate Assistant to build communications plans for the undergraduate residential student experience
- Contribute to user research projects
- Foster strong relationships and serve as a liaison to administration, faculty, campus partners and students
- Other duties as assigned

Essential Qualifications

- Strong communication and interpersonal skills; strong organizational skills and attention to detail
- Experience with digital content production including copywriting and copyediting
- Excellent time-management skills and ability to meet project deadlines
- Demonstrate a sense of job responsibility, initiative, energy, leadership, approachability, and maturity
- Ability to work independently and as a team
- Ability to maintain complete confidentiality

Preferred Qualifications

- Able to learn new systems quickly
- Experience with Mailchimp and website content management systems
- Experience developing analytics reports with data visualization tools such as Google Data Studio
- Experience with HTML and CSS

Hours and Pay

- Position is for 16 hours a week, with a rate of \$25 an hour
- If interested, please send a resume, cover letter, and work sample or portfolio link to Lauren Diamond at diamond@fas.harvard.edu as soon as possible
- This is a hybrid position that may require some in-person work